

## **Transportation to Medically Necessary, Covered Medicaid Services**

Nevada Medicaid provides eligible Medicaid recipients and Nevada Check Up participants with transportation to covered services that are medically necessary.

Non-emergency transportation always requires authorization by Nevada Medicaid's Non-Emergency Transportation broker. The broker under contract with Nevada Medicaid is Logisticare. Medicaid recipients and Nevada Check Up participants must call Logisticare to request rides to covered medically necessary services and/or to request mileage reimbursement if a personal vehicle is used.

**Logisticare may be reached 24 hours a day, seven days a week at**



**1-888-737-0833**



Emergency transportation is supplied by providers qualified to respond to critical situations. Emergency transportation is dispatched through “911” call centers. No authorization is required.

Sometimes a situation is not a “911” emergency, but the Medicaid recipient or Nevada Check Up participant needs a high level of care during transit or needs transportation immediately in order to receive critical health care. In these situations, if the patient is enrolled in Fee-for-Service (regular) Medicaid, no authorization is necessary. If the patient is enrolled in a Medicaid managed care plan, authorization may be required so the health plan should be contacted before transportation occurs. Questions about how to proceed should be directed to the Business Lines Unit of the Division of Health Care Financing and Policy, (775) 684-3696.